



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Kumar et al.
Serial No. : 10/723,742
Filed : November 26, 2003
Title : COMMON MESSAGE AREA FOR A CUSTOMER INTERACTION CENTER
USER INTERFACE

Art Unit : 2171
Examiner : Gregory J. Vaughn
Conf. No. : 9947

MAIL STOP AMENDMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Applicants request consideration of the references listed on the attached PTO-1449 form. Under 37 C.F.R. § 1.98 (a)(2)(ii), only copies of foreign patent documents and/or non-patent literature are enclosed. Copies of any listed U.S. patents or U.S. patent application publications can be provided upon request.

This statement is being filed after a first Office action on the merits, but before receipt of a final Office action or a Notice of Allowance. A check for \$180 in payment of the late submission fee of §1.17(p) is enclosed. Please apply any other charges or credits to Deposit Account No. 06-1050.

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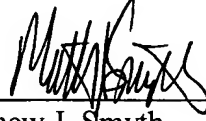
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Attorney's Docket No.: 13906-148001 / 2003P00828 US

Respectfully submitted,

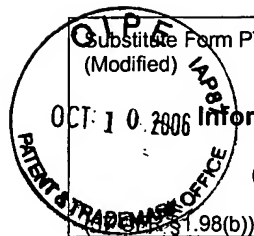
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 Substitute Form PTO-1449
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 Attorney's Docket No.
13906-148001

 Application No.
10/723,742

**Information Disclosure Statement
by Applicant**

(Use several sheets if necessary)

 Applicant
Kumar et al.

 Filing Date
November 26, 2003

 Group Art Unit
2171

U.S. Patent Documents

Examiner Initial	Desig. ID	Document Number	Publication Date	Patentee	Class	Subclass	Filing Date If Appropriate
	AA	2001/0054064	12/2001	Kannan, Pallipuram V.			
	AB						
	AC						
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						

Foreign Patent Documents or Published Foreign Patent Applications

Examiner Initial	Desig. ID	Document Number	Publication Date	Country or Patent Office	Class	Subclass	Translation	
							Yes	No
	AL							
	AM							
	AN							
	AO							
	AP							

Other Documents (include Author, Title, Date, and Place of Publication)

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	AQ	
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Examiner Signature

Date Considered

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